



# Trainer Guide

## Data Collection for Language Needs

### **Appendix**

List of Languages for Interpreter Selections

List of Languages for Written Materials Selections

### **Reference**

Draft Policy & Procedure Manual:

- Volume 1, Chapter 3 – Application and Processing Standards

### **Training Notes:**

- If time is limited, this section can be read by trainees on their own.
- The “call outs” with the letters PP located in the trainer’s guide let you know there is a PowerPoint slide with the information from the training section.
- The page numbers in the lower right hand corner of the PowerPoint slides match the page numbers in the training section where the information is located.
- The page numbers of this Trainer’s Guide are the same as the Trainee’s version of this section.
- Additional training notes are located in this trainer’s guide.

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### **Learning Objectives:**

By the end of this section, you will have:

- Reviewed the Language Needs data collection fields on the Demographics tab.
- Identified why the collected data is important for clients, clinic staff and the Washington State WIC Nutrition Program.





## 4.4 and More...

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### Language Needs Data Collection

PP In the Race and Ethnicity section we explored the new requirements for collecting race and ethnicity information from clients and how that relates to assessing client *access* to the Washington State WIC Nutrition Program.

PP In this section we will be identifying new ways to collect a client's language needs in order to assess and improve a client's *meaningful access* to the WIC Nutrition Program when the client has limited English proficiency (LEP).

*What does it means to you for a client with limited English proficiency to have meaningful access to the WIC Program?*

#### **Training Note:**

- Have trainees either write down their thoughts or call out to group.



## 4.4 and More...

### Demographics Tab changes:

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When you look at the Demographics tab in Client Services 4.4 it looks very similar to the previous version. There are just a few changes at the bottom of the tab.

#### Demographics Tab

Client Services v4.4.0 - EvergreenCHD-Emerald - [Pre-Screen - New Group]

File Edit WIC Service Client Checks Site Window Help

Income Documentation **Demographics** Finish

Client ID Local ID Site EvergreenCHD-Emerald Contact Date 10/24/2006

Client Last Client First MI Status

Category Gender DOB 00/00/0000 Age Yrs

**Group Data**

Caregiver Last Caregiver First MI

Alternate Last Alternate First MI

Phone ( ) - Msg Phone ( ) - Ph Notes

Addr City St WA Zip -

County Evergreen City

Mail City St WA Zip -

Spec Needs

Homeless ☐ Language for Interpreter

Migrant ☐ Language for Written Materials

#### Homeless and Migrant check boxes:

These two boxes have been moved slightly, but work the same way.

#### New fields:

The field for collecting Interpreter needs is now called "Language for Interpreter" and a new field "Language for Written Materials" has been added to collect information about the written language needs of our clients. These two fields are group based so they are entered for and apply to the household group (like address).

#### Removed fields:

The two racial/ethnic fields have been removed due to the new Race/Ethnicity tab and the federal mandate to collect this information differently.



## 4.4 and More...

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### Language for Interpreter field

This field has remained much the same as it was in Client Services 4.3, although the name has changed from “Interpreter” to “Language for Interpreter.” Staff use this field to document the client’s language needs for using or scheduling an interpreter.

#### How to use the field:

Staff select a language from the dropdown list when it is determined that the client would benefit from an interpreter or a staff person who speaks this language at their WIC appointment.

- Select the appropriate language for an interpreter in the field.
- If the client speaks English well enough to not need an interpreter, this field can be left blank.
- When this field is left blank it will show on the Language for Interpreter report as “unspecified.”

Staff can change the language selection simply by choosing another language. The selection in this field can be cleared by highlighting the selection and pressing the Delete key on the keyboard. The Language for Interpreter field will then be blank. Be sure to save the change by clicking on the save icon on the screen.

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Highlighting a selection and pressing the Delete key on the keyboard to clear information in a field is an available feature for all fields on the Demographics tab!

Language for Interpreter information will:

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- Print on the **Appointment Summary List** and the **Interpreter Needs Report**. This gives staff the information to schedule an interpreter for the appointment or to assure that the client has been scheduled with the appropriate staff.
- Print on the **Certification Encounter Report** and the **Certification Summary Report**. Although it is not required, clinic staff often provide one of these two reports to clients in addition to the transfer card to give the next clinic more information about the certification and the services that have been provided.



## 4.4 and More...

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### *Best Practice Note:*

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Many clinics have bi-lingual staff and do not use outside interpreters. In these cases, it is still recommended to document the language in the Language for Interpreter field.

Documenting this information is helpful for the state WIC office for statistical purposes and for when the client transfers to another clinic if the Certification Summary or Certification Encounter Report is given to the client in addition to the transfer card.

### List of Languages for Interpreter

Several additions were made to the language selection list for this field due to clinic requests. A complete list of the available selections is located in the Appendix of this section.

Contact your Local Program Consultant to request any additions to the list when you have a need for a language that is not currently listed.

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### Transitioning to Client Services 4.4:

Since staff have documented their clients' interpreter needs in this field, **all entries in the previous Interpreter field in 4.3 will carry forward to the Language for Interpreter field in 4.4.**

In the example shown below staff had documented Cambodian in the Interpreter field in Client Services 4.3, this information is automatically carried forward to Client Services 4.4.

The screenshot shows a form with two rows of fields. The first row has a checkbox labeled 'Homeless' and a dropdown menu labeled 'Language for Interpreter' with 'Cambodian' selected. The second row has a checkbox labeled 'Migrant' and a dropdown menu labeled 'Language for Written Materials'. A large blue arrow points to the 'Language for Interpreter' dropdown.

### Reminder:

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As you view the Demographics tab to verify client address, alternate endorsers, etc. it is recommended that you review and update the information in the Language for Interpreter field to ensure complete and accurate data.



## 4.4 and More...

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### Language for Written Materials field

This new field on the Demographics tab will be used to identify a client's language needs for written materials. A separate field is needed to document this information because a person's spoken language needs can be very different from their written language needs.

For example, a pregnant woman may not speak English well enough to converse with staff during the quick-paced WIC appointment without the benefit of an interpreter, however, she may read and understand English well and would prefer written materials in this language.

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#### Information from this field will:

- Assist the state WIC office in determining the appropriate languages for translating WIC forms and nutrition education materials.
- Provide better information about the numbers of translated materials to print in each language.
- Prompt Client Services 4.4 to print the client's letters in Spanish.
- Print on Certification Encounter and Certification History Reports.

Currently the Washington State WIC Nutrition Program translates materials based on the languages entered in the Interpreter field. By using the information entered in the Language for Written Materials field, more accurate data will be available to determine which languages are most appropriate for translating materials and the numbers of translated materials that are needed in each language.

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**Important:** Due to limited resources, the Washington State WIC Nutrition Program cannot provide translated materials for all the languages that are listed in the dropdown selection list for the Language for Written Materials field. We will use the data and statistics from this field to make more informed decisions about which languages materials should be translated into based on client needs and available resources.

**Complete and accurate information in this field is vital to having the best data available for determining languages for translated materials.**



## 4.4 and More...

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### Letters in Spanish

All four letters that print from Client Services are now available in English and Spanish! When Spanish is selected as the Language for Written Materials, the following letters will print in Spanish for the client group.

- The We Missed You Letter\*. This letter is generated through No-Show management when a client misses their WIC appointment.
- The We Missed You Letter for Pregnant Women. This is a special letter for a pregnant client who misses the first certification appointment. When this letter prints, the We Missed You Letter also prints (this is the same for English).
- Not Eligible Letter (also called the Termination Letter). This is printed when a client is being taken off the program. The letter provides a list of reasons a client would be taken off the Program (staff manually select the appropriate reason that applies to the client on the printed letter) and required Fair Hearing information.
- Mailed Check Letter\*. This letter is printed for clients who are being mailed their WIC checks. It provides important information regarding how to use the checks and keep them safe.

\* The We Missed You Letter and the Mailed Check Letter print in Spanish in Client Services 4.3.

These letters continue to be available in hard copy from the Department of Health warehouse in English, Spanish, Russian, Vietnamese, Somali, Chinese, Arabic, Korean and Cambodian.





## 4.4 and More...

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### How to use the field:

Staff work with the client to determine if she would like to receive written materials in a language other than English and then select the appropriate language from the dropdown selection list.

This field works independently from the Language for Interpreter field. For example:

- A language can be selected in the Language for Interpreter field while no language is selected in the Language for Written Materials field, or vice versa.
- The two fields can have the same language selected.
- The two fields can have different languages selected.

The field can be cleared of a selection by highlighting it and pressing the Delete key on the keyboard.

### List of Languages for Written Materials

The list of available selections for the Language for Written Materials field is located in the Appendix. Several languages were added due to clinic requests.

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An additional selection "Requests assistance" is selected when the client requests or requires assistance with reading. This could be due to challenges with sight, the client cannot read, or the client requests clinic staff assistance with reading materials.

#### *Best Practice:*

This field is not required, however it is recommended to fill out for all clients who would benefit from materials in a language other than English. If English is the client's preferred language for written materials this field can be left blank. A blank field will list on reports as "unspecified."

The state WIC office would like to have the most accurate information possible to assess the translation needs of WIC clients. It is requested that staff review this field when reviewing the client's demographic information and update this field for all new and existing clients.



## 4.4 and More...

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### Transitioning to Client Services 4.4:

Since this field prompts Client Services to print the client's letters in Spanish, **Spanish is the only language that will be automatically carried forward to the "Language for Written Materials" field.**

Homeless <input type="checkbox"/>	Language for Interpreter <span>Spanish</span>
Migrant <input type="checkbox"/>	Language for Written Materials <span>Spanish</span>

- Spanish will automatically carry forward from the 4.3 Interpreter field to the Language for Written Materials field so the client's letters will continue to print in Spanish.
- Staff will need to update and add this information for existing clients on the Demographics tab after implementing Client Services 4.4.
- Review and document this information for all new clients.

Assessing and documenting the spoken and written language needs of clients helps the Washington State WIC Nutrition Program provide better quality services, assure more meaningful access to the Program, and make the best use of Program resources.

Thank you for all that you do!



## 4.4 and More...

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# APPENDIX



## 4.4 and More...

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### Language for Interpreter Selections

**Bolded items are additions to the existing list.**

Albanian	Mandarin
Amharic	<b>Marathi</b>
Arabic	Mien
Armenian	Oromo (Oromegna)
<b>Bengali</b>	Other
Bulgarian	Persian
<b>Burmese</b>	Polish
Cambodian	Portuguese
<b>Cantonese</b>	Punjabi
Chinese	Romanian*
Creole	Russian
Czech	Samoan
Erytherian	Serbo-Croatian
Ethiopian	Sign Language
Farsi	Somali
Filipino	Spanish
French	Sudanese
<b>German</b>	Swahili
<b>Gujarati</b>	Tagalog
Hindi	<b>Tamil</b>
Hmong	<b>Telugu</b>
Hungarian	Thai
Indonesian	Tibetan
<b>Italian</b>	Tigrigna
Japanese	Tonga
<b>Javanese</b>	<b>Trique (Triqui)</b>
<b>Kannada</b>	<b>Turkish</b>
Korean	Ukrainian
Kurdish	<b>Urdu</b>
Laotian	Vietnamese
Latvian	<b>Wu</b>

\* **Note:** Romanian was spelled Rumanian in Client Services 4.3. Both spellings are correct, however, Romanian is now the more common spelling.



## 4.4 and More...

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### Language for Written Materials Selections

**Bolded items are additions to the existing list.**

Albanian	Mandarin
Amharic	<b>Marathi</b>
Arabic	Mien
Armenian	Oromo (Oromegna)
<b>Bengali</b>	Other
Bulgarian	Persian
<b>Burmese</b>	Polish
Cambodian	Portuguese
<b>Cantonese</b>	Punjabi
	<b>Add: Requests assistance</b>
Chinese	Romanian*
Creole	Russian
Czech	Samoan
Erytherian	Serbo-Croatian
Ethiopian	<b>Remove: Sign Language from Written Materials list</b>
Farsi	Somali
Filipino	Spanish
French	Sudanese
<b>German</b>	Swahili
<b>Gujarati</b>	Tagalog
Hindi	<b>Tamil</b>
Hmong	<b>Telugu</b>
Hungarian	Thai
Indonesian	Tibetan
<b>Italian</b>	Tigrigna
Japanese	Tonga
<b>Javanese</b>	<b>Trique (Triqui)</b>
<b>Kannada</b>	<b>Turkish</b>
Korean	Ukrainian
Kurdish	<b>Urdu</b>
Laotian	Vietnamese
Latvian	<b>Wu</b>

\* **Note:** Romanian was spelled Rumanian in Client Services 4.3. Both spellings are correct, however, Romanian is now the more common spelling.



## 4.4 and More...

WIC Interpreter Need Language Aug 2005		Number
1.	Spanish	36148
2.	Russian	2820
3.	Vietnamese	1275
4.	Ukrainian	816
5.	Somali	686
6.	Chinese	415
7.	Other	281
8.	Arabic	181
9.	Korean	123
10.	Cambodian	121
11.	Punjabi	112
12.	Amharic	110
13.	Sign Language	73
14.	Oromo (Oromegna)	58
15.	Mandarin	45
16.	Laotian	43
17.	Tigrigna	41
18.	French	39
19.	Hmong	38
20.	Portuguese	33
21.	Rumanian	32
22.	Farsi	29
23.	Serbo-Croatian	27
24.	Tagalog	23
25.	Thai	20
26.	Albanian	18
27.	Kurdish	17
28.	Mien	13
29.	Samoan	11
30.	Japanese	11
31.	Indonesian	11
32.	Hindi	10
33.	Filipino	10
34.	Creole	10
35.	Bulgarian	10



## 4.4 and More...

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36.	Swahili	9
37.	Sudanese	8
38.	Armenian	8
39.	Ethiopian	6
40.	Erytherian	6
41.	Persian	5
42.	Polish	4
43.	Hungarian	3
44.	Tonga	2
45.	Latvian	2
46.	Tibetan	1